

**MOUNTAINLAND REGIONAL COUNCIL
FULL COUNCIL MEETING
AUGUST 26, 2004**

Park City Christian Center , 1100 Iron Horse Drive, Park City

PRESENT: Ken Walker, Melissa Finch, Deborah Van Leeuwen, Tim Dahlin, Marlene Pelham, DeAnn Geary, Jana Katz for Bill Hulterstrom, Pablo for Kelly, Violet Smit, Ken Fisher, Gary Ashby, Rob Brems, Darren Fox, Karlyn Norton, Rod Crockett, Jeff Lindstrom, Myla Dutton, Paul Magleby, Rickie Bryan, Commissioner Steve White

EXCUSED: Bill Hulterstrom, Kelly Liljenquist, Darin Peirce, Christie Hulet, Brad Whittaker, Ron Tiffany

ABSENT: Karen Ritchie, Bill Delaney, Bill Young, Joe Miner, Larry Ellertson

STAFF: Wendy Hughes, Dave Ostrom, Jay Butler, Bryan Kessinger, Debbie Fotheringham, Lesa Carter

WELCOME – Ken

Appreciate attendance to travel to Park City - beautiful facility, beautiful day. Introduced Marlene Pelham from Far West Bank, newest council member, representing financial institutions. Jana Katz representing Bill Hulterstrom, Pablo Pineyra representing Kelly Liljenquist.

APPROVAL OF MINUTES – Ken

Ken entertained a motion for approval of the minutes. Gary moved for approval, Duane seconded the motion. The motion carried. ACTION ITEM from last meeting: Dave Ostrom was going to be prepared with flier for the Cultural Diversity Conference. Jeff has that flier and will present as part of committee reports.

CHAIR UPDATE – Ken

State council meeting held in Provo in July. Good to be able to host event. Raylene indicated at state council meeting State was recognized for Best of the Best Award for best unprecedented turnaround in food stamp accuracy. Business Services had campaign at beginning of year where 4000 businesses were earmarked who had used DWS services or not used services. On average expected to receive 2 – 3%, hoping for 5% return, accumulated percentage was 15.2% rate, felt very successful campaign.

Kevin Crandall, former regional council chair, was named new State Council chair. Randy Emery was formerly the chair for the State Council.

Mark your calendars for the Council of Councils to be held October 14th and 15th at the Davis Conference Center. Invitations and information will be forthcoming in the next few weeks.

Next full council meeting is October 28th, which is also UEA. Wanted to ask this group if that day is conflicting for many. Look to move to October 21st. Julie to check with MATC to see if room is available for October 21st instead of 28th.

STATE OF THE REGION – Melissa

Dave Ostrom has been invited to go to Kingdom of Jordan for next 4-6 weeks with select state DWS reps to share with them how DWS is working as One-Stop Center.

Region is finishing strategic planning and presenting to State next week. Will share with council after presentation. Give goals for coming year – any questions, suggestions or clarification, please call Julie or Melissa.

James Whittaker, Deputy Director at DWS, asked Melissa to send message to Mountainland Regional Council that they are an example to the rest of the state and wanted to know our success. We are committed, directed, set goals and follow goals. Raylene has commented on several occasions that this is the best council and accomplished more in past year than most initiatives in other areas. Congratulations to each of you on that compliment.

One such initiative was nursing cohort sponsored with UVSC and HCA. Had celebration lunch this week and met 10 students that were going to be funded by WIA and will be attending UVSC nursing program, 10 in addition to the original number selected by the college. Feel so successful that want to look at other vendors and other organizations that could possibly put together an RN program that we could partner with and graduate more RNs. News media was there and interviewed Melissa and others in today's Daily Herald.

Talked with Commissioner Gary Herbert yesterday. Raylene Ireland is interested in talking to candidates and giving them talking points about our department to keep focused on our successes with new administration. Looking forward to having input to each candidate's agenda, hopefully.

OUTSTANDING CUSTOMER SERVICE RECOGNITION –

Wendy Hughes – Program specialist over training programs in our region. She has been instrumental in improving the overall quality of services provided to training customers. Through her technical assistance and support, Wendy has also increased program integrity and federal performance measures.

Serves as liaison to the Mountainland Education Consortium that operates WIA youth services in the region. Her support and assistance has helped to make this program a model in the state and the nation.

Oversees and directs a functional team of regional training specialists. Positive outcomes from developing this team include: consistency in program administration, increased performance measures and proper expenditure of program funds. Also developed a staffing process that has helped increase the capacity and expertise of the training specialists.

Regarded in the state as one of the most knowledgeable experts in the Trade Act program. Her assistance has helped the region provide training services to thousands of laid off workers in Utah County. She has worked individually with many of these customers to ensure they have adequate opportunity to increase their skills and re-enter the labor market.

MEMBER SPOTLIGHT – Tim Dahlin (handout)

Park City Christian Center has been in existence almost 5 years, brainchild of couple who live in Deer Valley, wanted something more permanent to meet the needs of the community. Been director for all five years. Whole concept of charitable choice came into effect with President Bush. Met at U of U and invited DWS administration. Wanted to be involved at a more regional level and therefore became a council member. Christian Center is not a church, is 5013C Not For Profit. Last year really increased gift-in-kind, have three individuals working on this taking food to the needy. Has food pantry and book store on site. Only five-day-a-week pantry that Park City has. Thanks to Myla and the Timpanogos Food Bank for all their support who comes up every two weeks with food. Smith, Dan's Albertson, Wild Oats donates food every week.

There are 75 to 100 families being served each week, which is big number for Park City. Involved in furniture assistance, starting with international students, mostly in winter for skiing. Mostly South America and Australian students. Most didn't have any furniture when they came to work here. Started Tuesday night dinner feeding 150 – 200 international student workers every Tuesday night, door prizes and having a good time. Also coordinate housing with them. Work with pastors in town, monthly prayer time and fellowship.

Navajo mission twice a year to Four Corners, took 48 foot truck filled with clothing food, furniture, will be going again this October. Done ski ministry in Deer Valley last winter. Counseling available, parenting classes, marriage classes, men's/women's Bible studies. Vitally involved in the community and humanitarian efforts. Religion is not requisite in order to get services at Christian Center. No qualifications to get services – all are free.

PERFORMANCE MEASURES – Jay Butler, Wendy Hughes, Lesa Carter

Under Tab 5 has copy of new report – can now access monthly to see each month where we stand in performance measures. Entered employment, customers that have not had earnings prior to enrollment in program, gone through service and completed and gotten job. Earnings change are same customers, two quarters after exit to show they're still employed. Next page is retained employment – look at second and third quarter after entered employment to ensure still working, earning after retention, third quarter earnings subtracted from first quarter earnings to get income.

Next page 3 open caseload counts, center column is our region – fairly new report, statewide benchmark is same as count for this one because first quarter of information for this report. Some numbers could change in year, gives idea on how much on caseload

compared to statewide amount. TANF/FEP participation rate 19% rate - if reauthorization comes through will be required to have 70% rate. Customer satisfaction was 4.3 on scale to five.

Page 4 food stamp payment accuracy for Feb. on cases pulled for QC review were 100 % accurate both in payment and accuracy, timeliness determination individual programs and percentage of total caseload that is processed within timeframes. TANF caseloads at 93.28%, General Assistance food stamps 89%, Expedited Food Stamps 88.67% - striving to improve that number. Well above 90% for current figures. Childcare timeliness is at 83.04%. Been done while having large caseload increases. Last year about 6200 cases - right now is 7200 cases for our region.

Business Services Measures – new employers engaged orders within six months employers retained – repeating in 12 months 59%, job seekers entered employment 72%, earning change after employment 25%, retained 75%, change between is 12.28% employer satisfaction is 4 out of possible 5. Still doing great in that area. Two top measures have been focus now for past year for business services - new employer engaged and retained employers engaged are past 6 months registered as new employer - Percentage of those employers used recruitment services in our region 7.35% - good percentage. Employers retained have utilized services and reused recruitment services within past 12 months. Commissioner White asked what percentage actually used us and didn't use us? 59% looks like terrible failure. Should be looked at in broader scope. Jay responded will look at that question for future. Employer satisfaction proud of that – tied for highest scores in most recent survey. Overall as state doing pretty well in business services.

COMMITTEE UPDATES- Chairs

Business Services (handout), Jeff - Thanks to Dave for good work in getting a lot of the Cultural Diversity conference put together. Flier designed for conference. The September date conflicted with SHRM conference now rescheduled to **December 1 at Thanksgiving Point in the Garden Room**. Registration will be done through SLC business center. Phone number is on flier. **Cost is \$35 including lunch**. Salt Lake City will track registrants. Need to revise registration tracking form. Registrants can pay by phone and pay with VISA/MC, cash or check. SLC is registration focal point as we want this to be statewide conference. State staff have been apprised of what they need to be doing to ensure smooth registration. Registrants can register up to the day of the conference. Target is 200 people.

MARKETING:

- Have a marketing piece to send to employers
- Advertise at Council of Councils
- Post on website
- UWORKS
- Community groups
- Chambers
- UCEC/SLEC

- SL Tribune & Herald
- Employer council conducts own seminars and announce in newsletter that members receive weekly. Might want to get posted in this newsletter.
- **Deborah will forward on to Employer Council as they've been approached to do diversity training.**
- Dave asked who to mail, **Not for Profit = email to Tim to be passed on**
- Scott will address: Why having a program is so important to you and your organization, how to get one going.
- Need to verify if there would be a fee or not for copies made available to those who don't attend. DWS will make copies.
- DWS is going to front money for all expenses. Hoping to cover costs with registration fees. If unmet expense then IHC has agreed to split cost with DWS.

Deborah suggested that we revamp the flier to state the qualifications of Scott Warrick so people may feel enticed to come hear him.

- Dave asked Debbie F. to contact Pat Swenson for changes.
- Add address for Thanksgiving Point.
- Debbie and Julie will research local hotels and addresses to give to SLC to give to registrants.
- SLC should send confirmed registration to registrants, maybe by November 10th.
- Karlyn asked if each of the committee members need to register. Dave stated yes to meet the count.
- Suggested to add on flier who should attend/benefit. Possibly use back side.
- Paul stated need to let people know why they need to attend. Might be good to complete cover letter that bullet points the importance of conference and who should attend for website.

Who to target? Construction, highway managers, services

- Suggestion to change picture on flier, maybe revamp flier.

Darren, Eligibility - Implementation plan under Tab 3. Trying to do more outreach work for supportive services for job seekers and non-job seekers, focusing on the elderly. Trying to target elderly, Hispanic and Pacific Islanders and we've primarily been working with Aged population currently. Met with Mountainland Association of Governments (MAG) and developed pathway with them for outreach for food stamp application pathway and Medicaid application pathway, point of contact for food stamps, etc. Brochures and applications given to MAG who are distributing those to elderly population. Joined Continuum of Care Coalition with MAG dealing with all aspects of senior issues. Couple of senior health fairs, August 31 and October 21. Have joint DOH and DWS booth there to talk about food stamps and Medicaid and take applications and screening material with brochures.

August 20th Casey Peterson, Jay Hafen met with Tongan community at luau. Report was food and entertainment was great. Starting to reach out more to Asian Pacific Islander community.

Rod is providing us with names for Young Mother's High School. Will be setting up meeting with them to talk about food stamps childcare and Medicaid.

Rod, Youth – Region Youth Council has excellent attendance meeting quarterly. Met last of June, excellent reports on new alternative school opening next year Utah County academy of sciences, high school program presented to youth council as what opportunities will be. Program been supported by superintendents in Alpine, Nebo, Provo as well as MATC/UVSC. Excited about opportunities to come.

Another piece getting to high school and junior high school on pregnancy hot line brochure any young woman no matter circumstances can get information on care and resources available. Will bring to another meeting. Have another meeting in two weeks with presentation by Clearfield Job Corps coordinator talking to council about Job Corps and training, how to help various youth clients to have access to job corps if interested. Youth council strong, excited about consortium of WIA running.

Fiscal year '05 seeing 30% increase in funding, therefore waiting list for services is less. Approaching 400 youth to serve year round. Strong support from community agencies.

Rob, Employment – Melissa gave direction on work being done on website to allow Veterans to see a combined group of resources available to them. Talked about charge with three-way partnership. Working with construction industry and providing more opportunities with them. Working with Ken Fisher and Geneva Rock in December timeframe when business slows down. DeAnn Geary needing assistance with heavy equipment operation and looking at MATC Custom Fit training money to look at that issue as need for diesel mechanic training in Utah Valley and MATC. Stretch automotive training in Heber to help with diesel mechanic training.

Nursing shortage issue - Ken, Melissa, Rob done further investigation and went to Davis Applied Technology Center (DATC) where they operate an LPN program and Weber State University operates RN program. Program put together with funding with DATC looking at ways to initiate the same program at MATC and UVSC. Talked about initial stages of asking for legislative funding. MATC submitting quarter million dollar building block. Think will add strength to current industry. Will be talking with IHC and HCA. Have good support from Sen. Valentine, need to develop additional support from other legislators.

Jeff, Business Services – Cultural Diversity Conference changed date to December 1 at Thanksgiving Point. Copy of rough draft flier being passed out. More specifics on where conference will be. Details with presenter have been worked out, need to finalize other details for conference. Good feedback on changes to make for marketing. Good participation on committee to help advertise conference through their networks. Important to register early. Roughly 200 seats available.

OTHER BUSINESS

Deborah introduced Work/Life Awards, information available on internet under www.jobs.utah.gov. Nominations will be accepted from Sept 20 through October 20. Executive Committee wanted to introduce award program to council members, offer balance between work and families in the workplace. More information will follow. Encourage any of you if you're interested in having your company nominated or know someone who is worthy please nominate.

Tim acknowledged the great work that JoAn Gerber does for the council and our thoughts and prayers are with her at this time.

Thanks to Tim for hosting the meeting for the council.

Next meeting is tentatively scheduled for October 21st at MATC. Changed due to UEA on October 28th.

ADJOURNED

Employment Committee Notes:

Veteran's Resource:

--Nelson Raver has put together some resources and has them on an electronic web site. We need to check with Debbie Fotheringham and see where he is on it.

Three Way Partnership:

-- Construction:

The 3 way Partnership is with DWS, MATC/UVSC, and Employers. We will look at getting some training to start in October or November.

Melissa and Wendy have talked and their plan is to set up a meeting with Dee and Jared and get a process worked out.

Rob reported that the Diesel mechanic program at UVSC/ MATC has increased in demand. A few years ago there were only 1 or 2 people in the program now there are 23. Doug Bradley is over the Diesel Mechanic Program.

A suggestion was made that we look at trying to get the Diesel Mechanic Program expanded into the UVSC Heber campus because of the demand.

A meeting will be scheduled with DeAnn Geary and her construction company to look at a possible partnership. DeAnn said they have a hard time finding people who are Equipment Operators who have the skills needed to do the job. There was a suggestion made that CEU be involved in the partnership because they have an Equipment Operators class already and maybe they could partner with UVSC and bring it up to Utah County. It would be ideal to train some people during the winter and have them ready to work by spring.

Nursing Shortage Update:

--Ken, Melissa, and Rob investigated the UVSC partnership by going to look at Davis Applied Technology Center which has classes for LPN's and Weber state which has classes for RN's. Their partnership creates an easy transition between programs which we want to see if we can create between MATC and UVSC.

We are trying to get block grant money to fund more nursing students. We need to talk to IHC and HCA about the #'s they may be able to donate in conjunction with money from the government. Some information on who else would be willing to donate would strengthen the process.

New space is planned for at UVSC in AF for the nursing program. Now we have the space and the need but we now need financial backing.

CNA is in demand. Wendy will check with Utah Valley Regional Hospital and Mountainview to see if they want to go through the Approved provider process to get students into their CNA programs. Judy Bulkley at UVSC is over Nursing in AF. Her phone number is 756-5317. We also need to talk more about PCT's training instead of LPC.

